

## COMMUNICATIONS OFFICER

### **Position Purpose:**

The purpose of this position is to provide emergency and non-emergency dispatching and clerical work supporting the Town's public safety operations; performs all other related work

### **Supervision:**

*Supervision Scope:* Performs a variety of responsible dispatching and clerical functions in accordance with established standard operating procedures; uses independent judgment to analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures to determine the correct response to calls.

*Supervision Received:* Works under the general direction of the Police Chief, Senior Communications Officer and Officer-In-Charge on shift; all unusual situations/problems are referred to supervisor.

*Supervision Given:* None.

### **Job Environment:**

Work is performed under typical police station conditions; the noise level is moderate at times.

Operates dispatching equipment, paging equipment, call logger, fire alarm, two-way radio equipment, police scanner, various computers, facsimile machine, copier, typewriter, and other standard office equipment. Utilizes Registry computers and associated software.

Makes frequent contacts with the general public and is responsible for "first contact" with all walk-in traffic at LPDHQ. Has contact with other town employees, utilities, and representatives from other governmental agencies, both public safety, regulatory and administrative. Contacts are in person, by telephone, through email and fax and involve an information exchange dialogue

Has broad range of access to a great deal of confidential information concerning ongoing police activities/criminal investigations, personal information about citizens, police operations, personnel matters; the application of appropriate judgment, discretion and professional office protocols is required.

Errors could seriously endanger persons and property, cause significant confusion and delay of services, have legal and/or financial repercussions, and result in adverse public relations.

### **Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Answers emergency and non-emergency calls for Police, Fire, Emergency Medical Service and during emergencies for the Department of Public Works and the Tree Warden. Classifies incoming calls as to degree of urgency, determines which unit(s) to assign and dispatch radio calls.

Answers requests for service from the public and dispatches appropriate resources as defined in the policies and procedure manuals. In the absence of protocol must have the ability to effectively determine what services are needed in order to effectively address the needs of the situation. Prioritizes calls during multiple incidents. Coordinates all other services as needed including the highway department, public utilities, and mutual aid.

Assists public by providing information or referral via telephone or in-person.

Maintains records for the Fire and EMS department to include department logs, citations, accident reports, and documentation for court cases.

Acts as the jail keeper. Maintains records for incarcerated persons and is responsible for their safety and well-being.

Videotapes arrests, detainees and booking procedures.

Maintains cleanliness of control room.

May require giving emergency first-aid instructions over the telephone.

Monitors multiple radio frequencies and communicates with other police officer and fire personnel from mutual aid communities.

Monitors performance of communications equipment. Reports malfunctions to the Senior Communications Officer.

Performs similar or related work as required.

### **Recommended Minimum Qualifications:**

#### **Education, Training and Experience:**

High school diploma or GED; one to three years of related experience; or any equivalent combination of education and experience.

#### **Special Requirements: (Must have upon hire or obtain within probationary period.)**

LEAPS certification.

Certification in enhanced 911 systems through the Commonwealth of Massachusetts.

Certification in CPR.

CORI (Criminal Offender Record Information) Certified  
SORIS (Sex Offender Registry and Inquiry system Certified  
Emergency Medical Dispatch Certification.  
First Responder.

Knowledge, Ability and Skill:

*Knowledge:* Detailed knowledge of the rules, regulations, orders, policies and procedures relating to dispatching operations highly desirable. Detailed knowledge of computers and electronic data processing. Proficient in the use of modern office practices and procedures.

*Ability:* Ability to handle emergency situations calmly, promptly and efficiently, while under a high level of stress and emotional strain. Ability to handle multiple tasks and prioritize work. Ability to make decisions regarding the safety of the public as well as the personnel responding to include police, fire, light and water, highway, etc.. Ability to transmit the information from a caller out to the officer with understanding of the situation. Ability to elicit needed information from a caller who may be a child, injured or incapacitated person. Ability to speak clearly and give clear directions over the radio and phone. Ability to maintain highly confidential information. Ability to attend to a number of details occurring simultaneously and do so with accuracy. Ability to think clearly in crisis situations. Ability to learn the layout and geography of the Town.

*Skill:* Skill in typing, using computer technology, and record-keeping. Skill in the operation of the above listed equipment. Excellent customer service and public relations skills. Written and oral communications

Physical Requirements:

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Regularly required to manually operate all dispatching and office equipment; must be able to operate a keyboard at an efficient speed. Must be able to communicate clearly and concisely verbally, especially on the telephone. Vision and hearing at/or correctable to normal ranges. Ability to assist with prisoners in the booking or cell area. May occasionally lift/carry items weighing less than 10 pounds. Must be able to sit or stand for long periods of time when performing dispatching duties.

*(This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.)*